

**Job Title:** Data Analyst & IT Support Technician

**Location:** Three Counties Showground

**Company:** Three Counties Agricultural Society

**Job Type:** Full-Time

**Salary:** £19,000 - 20,000pa DOE (35hours per week)

### **Introduction**

Three Counties are seeking a driven individual with excellent interpersonal skills, problem solving capabilities and communication skills with a love of outdoor events to join our team as Data Analyst & IT Support Technician. You will play an important role in supporting the Head of IT in the management of IT software & Hardware required of a high profile shows programme. The three nationally recognised events organised by the Society are RHS Malvern Spring Festival, Royal Three Counties Show and Malvern Autumn Show which attract a combined audience of 265,000 visitors each year.

### **Job Summary:**

We are seeking a highly organized and detail-oriented Data Analyst & IT Support Technician to join our team at Three Counties. This role will primarily focus on managing ticket buyer data, performing data analysis, providing support to the staff, and liaising with various teams within the organization. The ideal candidate will have knowledge in data management, SQL, and IT support.

### **Key Responsibilities:**

#### **1. Data Management:**

- Receive ticket buyer data in CSV format from The Ticket Factory.
- Process and import data into the SQL database.
- Monitor data processing to ensure smooth operations, troubleshooting any issues that arise.
- Generate ad hoc lists of buyer emails for the TCAS Marketing team.

#### **2. Business Intelligence:**

- Build and maintain dashboards using Power BI, primarily based on ticket sales data.

#### **3. Integration:**

- Integrate Showing Scene data with our accounting software.

#### **4. Campsite Management:**

- Provide summary reports of campsite bookings by pulling data from PitchUp, processing it, and emailing the output to show owners.

#### **5. IT Support:**

- Collaborate with IT contractors and suppliers to ensure the smooth functioning of IT systems.
- Handle ad hoc IT queries from and provide support to TCAS staff.
- Address and resolve low-level IT issues efficiently.

#### **6. Wi-Fi Systems:**

- Manage and maintain some aspects of the Wi-Fi system.

**Qualifications:**

- Proficiency in SQL for data extraction and manipulation.
- Experience with data visualization tools, especially Power BI.
- Familiarity with integrating data between different software systems.
- Knowledge of cybersecurity best practices.
- Excellent communication skills and the ability to work collaboratively with cross-functional teams.
- Strong analytical and problem-solving skills.
- Prior experience in IT support and troubleshooting.
- Detail-oriented with a focus on data accuracy.
- Ability to adapt to new software and technologies.

**How to Apply:**

Interested candidates are encouraged to submit their resume and a cover letter detailing their relevant experience to [ben.russell@threecounties.co.uk](mailto:ben.russell@threecounties.co.uk) Please include "Data Analyst & IT Support Technician Application" in the subject line. We look forward to receiving your application.

Three Counties Agricultural Society is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.